



# My Diabetes Coach

## User Guide



Advice, education, support.  
Anytime.

# Contact Information

## **For support with the My Diabetes Coach program**

If you have any problems with using the My Diabetes Coach mobile application (app), please contact the program coordinator on 1300 170 569 or send an email to [mydiabetescoach@unimelb.edu.au](mailto:mydiabetescoach@unimelb.edu.au)

## **For information about the My Diabetes Coach research project**

If you have any questions about the My Diabetes Coach project, or would like to be informed of the research findings, please contact the research team by calling 1300 170 569 or send an email to [mydiabetescoach@unimelb.edu.au](mailto:mydiabetescoach@unimelb.edu.au)

# Welcome to My Diabetes Coach

**Living with type 2 diabetes can often be challenging because there are so many things you have to know and do, like checking blood glucose regularly, taking medications, having a healthy eating plan, and being physically active.**

The My Diabetes Coach program has been designed by a team of experienced health professionals to coach and guide you to help better manage your diabetes.

We wish you all the best with this program and hope you find it useful.



**Brian Oldenburg,**  
Professor,  
Melbourne School of Population  
and Global Health,  
The University of Melbourne



## My Diabetes Coach User Guide

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# Welcome to My Diabetes Coach

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**While there is no cure for type 2 diabetes, research demonstrates that if people can improve control of their diabetes through healthy lifestyle habits, the chances of serious complications can be reduced in the future. This is what the My Diabetes Coach program has been designed to help people with.**

**My Diabetes Coach has been created in Australia by a team of health experts with lots of experience working with people who have been diagnosed with type 2 diabetes. By taking part in this important trial you are helping us test how well the My Diabetes Coach program works.**

## What is My Diabetes Coach?

My Diabetes Coach is a support program that includes:

- A mobile app that uses an animated coach 'Laura' to help guide you through a number of lifestyle topics related to diabetes care, including blood glucose monitoring, healthy eating, becoming more physically active, medication taking and foot care.
- A program coordinator who will help you to get started with using the app and with any technical difficulties.
- This user guide which gives you general information about the program, helps you get set up with the app and has answers to common questions about the program, as well as tools to help you track your progress through the program.
- The My Diabetes Coach website which has links to helpful information on diabetes care, an electronic copy of this guide so that you can access it on the go and other resources that you can print out or save on to your computer or smart device.

Research shows that many people with diabetes find programs like My Diabetes Coach very helpful. However, it is not meant to replace your current medical treatment and you should continue seeing your existing health care team.

It is also important to understand that you are among a group of people trialling the My Diabetes Coach app for the first time. As with any technology, there may be times when the app does not work as intended. Please let us know if this happens so we can help sort it out. We also recommend that you update the app when prompted to do so as this will improve your user experience.

## Using your My Diabetes Coach User Guide

This User Guide is yours to keep and we recommend reading it from start to finish to get the most out of the program. The guide has been written to help answer common questions people have about using the program. It will also help you get started with using the app. It has some useful contact information and a section where you can track your progress with the program. You will also find some useful tips on setting goals and problem solving. The user guide is set out in 4 main parts:

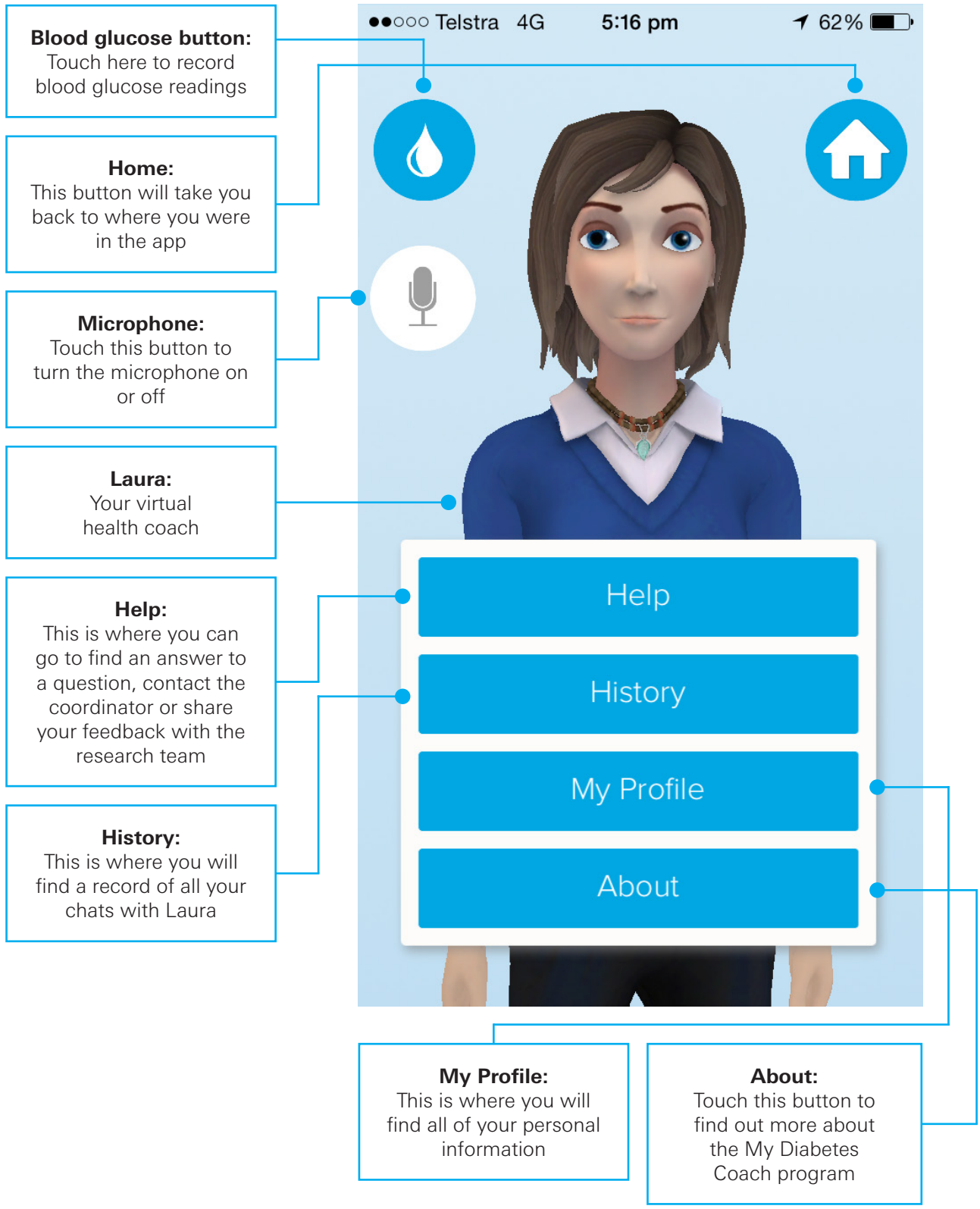
1. Getting started with My Diabetes Coach – instructions on using the app for the first time
2. Using the My Diabetes Coach website – information on what you will find on the program website
3. Frequently asked questions – common questions about using the app and other parts of the program. If you have a question, you will most likely find the answer here.
4. Tracking sheets – activity sheets to record your progress throughout the program

We suggest that you use this guide along with the app to find an answer to a question, record your progress using the tracking sheets and find out how to solve common problems and set goals for yourself.

# My Diabetes Coach 'Menu' screen

We suggest that you use this guide along with the app to find an answer to a question, record your progress using the tracking sheets, find out how to solve common problems and set goals for yourself.

This is what the 'Menu' screen of the My Diabetes Coach app looks like.



# Getting started with the My Diabetes Coach app

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## Logging in for the first time

To log in you need a User ID and a Password. The program coordinator will send you an email with this information and other details required to log in for the first time. If you do not receive this email or have trouble logging in, please call the program coordinator on 1300 170 569 for help.

When you log in for the first time you will be asked to change your password. Choose a word, number or combination that is easy for you to remember but hard for others to guess. It is important to use a password to protect your privacy and your personal health information. Write down your app user ID and password in the space provided so you can find it easily when you want it. Don't forget to keep the user guide in a safe place.

When you log in for the first time, you will find some personal information about yourself in your account profile, such as your name and email address. It will be useful for you to check if this information is correct as this is what we will use to contact you. You can request changes to your personal information at any time by going to the 'My Profile' section on the menu screen of the app and clicking on 'Request Profile Changes'.

The program coordinator will get in touch with you over the phone soon after you log in for the first time. This is to help you get started and give you tips on how to get the most out of the program. If you have trouble logging in, please call the program coordinator on 1300 170 569.

## Setting up chat times

The first time you start using the app, your coach 'Laura' will introduce you to the program and provide some basic information on how to use it. She will then help you set up a time for a weekly 'chat' with her. Over the next few months you will chat with Laura about important topics linked to diabetes care. These include blood glucose monitoring, taking medicine as prescribed, healthy eating, leading an active life and looking after your feet. Laura will only chat with you about topics that are

relevant to you. Most chats last 10-30 minutes and can be completed at a time that suits you. However, to get the most out of the program, we encourage you to take part in one chat a week, just like a face-to-face appointment. Laura will send you a reminder about your appointment one day before it is due.

## Tips on talking to Laura

Laura will help you in many ways. She will be there to guide you through each topic and help you set goals for healthy eating and exercise. She will also follow up on your progress and make helpful suggestions about how you can get the most out of the program. When Laura asks you a question, you will be able to choose an answer from a list of options by saying it aloud or touching a button on your phone/tablet screen. Laura expects only a limited number of answers so be sure to answer back using one of the options she provides. It is important to wait until Laura finishes what she is saying before you speak; otherwise she will not hear what you say. You can find a record of all your interactions with Laura and the My Diabetes Coach program by touching the 'History' button on the menu screen.

**User ID:** \_\_\_\_\_

**Password:** \_\_\_\_\_





### Preparing for the chats

Each time you chat with Laura, we suggest you set aside about 10-30 minutes and find a quiet and private place that suits you. Minimising background noise will allow Laura to better hear and understand you. When you are ready, you can log in using your user ID and password and Laura will guide you through the program. It's that easy! We are here to help if you have any trouble with your chats. You can contact the program coordinator through the 'Contact Us' link in the 'Help' section of the app or you can call 1300 170 569.

### Using the My Diabetes Coach website

The address for the My Diabetes Coach website is [www.mydiabetescoach.com.au/participant-resources/welcome](http://www.mydiabetescoach.com.au/participant-resources/welcome). We recommend that you log into the My Diabetes Coach website at least fortnightly as there will be regular updates and information there to help you.

The website has more information on the My Diabetes Coach program and a regularly updated list of frequently asked questions. You will find useful links on many topics related to diabetes care including blood glucose monitoring, healthy eating, physical activity, medication taking, foot care, eye health, mental health and dealing with sick days.

There are also links to diabetes organisations in your state. An online copy of this user guide can be found on the website so you can access it when you're on the go. You can also download, save or print copies of the tracking sheets if you need more.

### My Diabetes Coach discussion board

We encourage you to use the My Diabetes Coach discussion board, which is also on the participant resources section of the website. There will be regular questions and topics of interest posted on the board and users of the program are encouraged to share their views with others. The discussion board allows you to discuss topics of interest with other users, report your progress or any issues you have been having, voice your experiences with the program and read about others' experiences.

# Frequently asked questions

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This section contains the answers to common questions people may have when they use the My Diabetes Coach program. If you have a question, we recommend that you look in this section first. You will find some additional questions and answers by clicking on the 'FAQ's' section in the 'Help' section of the app menu screen. If you still cannot find the answer to your question, you can contact the program coordinator through the 'Contact Us' link in the 'Help' section of the app, or by calling 1300 170 569.

## Questions about the My Diabetes Coach program

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### How does My Diabetes Coach work?

The My Diabetes Coach program is made up of a mobile app, website, user guide and support from a program coordinator. The mobile app uses a virtual coach called 'Laura' who sets a weekly appointment time to chat with you about some important topics on diabetes care. These include checking blood glucose regularly, taking medication as prescribed, leading an active lifestyle, eating well, and looking after your feet. Depending on your individual situation, you may not need to chat with Laura about all of these topics. Laura will guide you through each topic selected, suggest challenges for you, help you set your own goals and follow your progress with you.

### Is My Diabetes Coach free?

Yes, the My Diabetes Coach program is available at no cost to users who are enrolled in the research project and have been invited to join the program.

### What's in it for me?

Programs similar to the My Diabetes Coach program have helped people with diabetes better manage their condition, and by participating in the research you may see similar benefits. Your experiences and feedback will help improve the program for yourself and other users.

### How long does the My Diabetes Coach program go for?

The My Diabetes Coach program has been designed to be used for up to 12 months. You may complete all of your chats with Laura before this time, especially if there are one or more topics that are not relevant to you. However, the other parts of the program such as the website, blood glucose monitoring tool and this user guide will still be available for your use.

## General questions about the My Diabetes Coach app

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### What does the 'Menu' button do?

The 'Menu' button offers access to your profile which contains your personal details, a way to contact the program coordinator, a history of your chats with Laura and a way to find answers to common questions. You will also be able to find more information about the research trial including the terms and conditions of participating in the program.

### How can I record my blood glucose readings in the My Diabetes Coach app?

There are many ways in which you can record your blood glucose readings. Start by tapping on the blood droplet symbol in the top left hand corner of the screen. You can enter a new reading along with the date and time of the reading. If you are using an Accu-Chek® Aviva Connect meter which is available to participants in this project, you can submit this information via Bluetooth by tapping the 'Download via Bluetooth' option at the bottom of the screen. Detailed instructions on how to upload blood glucose readings using Bluetooth can be found in the instruction sheet in your welcome pack or on the My Diabetes Coach website.

### How long is each chat with Laura?

The length of each chat with Laura will depend on the topic you're chatting about, and on the answers you provide. We recommend you allow between 10 to 30 minutes for each chat. It's best to pick a time and place where you won't be disturbed and you won't be worried about being overheard discussing details about your health. You may not need the full 30 minutes for each chat, but it's best to allow enough time just in case.

### What happens if my phone rings or I get interrupted while I am having a chat with Laura?

If you are disturbed during your chat with Laura for any reason, you will have 3 hours to resume your chat. Laura will send you a notification to remind you to continue your chat when you have an hour left. After three hours have

passed, you will need to start the chat you were in from the beginning. It's better to do this as it can be difficult to remember what you've talked about after a while. If your chat with Laura is interrupted by a phone call or a notification on your device, Laura will repeat the last snippet of chat when you return to the app.

### How long does each module go for?

The program is designed so you spend at least a month on each module before you can move to the next. You can spend up to 12 weeks in the physical activity module. Otherwise, how long you stay on a topic depends on what you choose and what you chat about during that time.

### Can I change modules at any time?

We recommend that you complete each module before moving on to the next. However, Laura will give you an option to switch to another module at some points during the program.

### What should I do if my medications change?

It is important that we have the most up-to-date information for you throughout the program. To ensure this, any changes to your medications should be provided to the My Diabetes Coach coordinator, who can then amend your medication details in the system on your behalf. You can ask them to do this by tapping on the 'Request Profile Changes' button at the bottom of your profile or by using the 'Contact Us' form under the 'Help' section of the 'Menu'. However, if you are completing the medication taking module, you will have a chance each week to let Laura know about any medication changes and this information will be passed on to the program coordinator to action.

### **Can I use the app across more than one device?**

Yes, you can use the app across more than one device. However, you will need to sign-in on each device in order to continue chatting with Laura and resume from where you left off.

### **Do I have to complete each chat in one go?**

It's best if you do complete each chat in one session. However, if you are interrupted during your chat you have 3 hours to continue from where you left off. After this time you will have to restart the chat the next time you log in. Laura will send you a reminder on your device if you have 'allowed' notifications from the app to remind you when you have an hour left to finish an incomplete chat.

### **How often can I chat with Laura?**

The program is designed so that you can chat with Laura about once a week. Sometimes it can be difficult to chat with Laura at the same time every week. This is why you can choose to complete your chat up to 48 hours before the regularly scheduled time.

### **What can I do between chats?**

You will have plenty to keep you busy in the time between your chats with Laura. For example, Laura may suggest some goals for you to work on and will follow up with you in your next chat and see how you went.

We also recommend that you continue to record your blood glucose readings in the app and review the chat history for any completed topic that you would like a refresher on. We also encourage you to log into the website at least once a fortnight and take part in the discussion board activities and find out more information about diabetes care. Finally, you can also use the tracking sheets at the end of this user guide to track your progress between chats.

### **Can I change the time of my scheduled chat?**

Sometimes it can be hard to chat with Laura at the same time every week. If you cannot chat with Laura at your regularly scheduled time, you can still complete your chat up to 48 hours before or after your usual appointment. Once 48 hours have passed, Laura will prompt you to choose a new time for your chat.

### **Can I use the My Diabetes Coach app outside Australia?**

Yes, however please be aware that the app will require an internet connection for many functions. If you are using your mobile data you may be charged extra for this data usage.



## Technical questions about the My Diabetes Coach app

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### How do I access the My Diabetes Coach app?

iPhone/iPad<sup>1</sup> users can download the My Diabetes Coach from the App Store. Android<sup>2</sup> users can download the My Diabetes Coach app from Google Play<sup>2</sup>.

Although the app is free of charge, an internet connection (3G, 4G or Wi-Fi) is required to download the app and to share information by email. Standard usage charges for the internet may apply. Check with your internet and mobile service providers for more information.

### What do I need to use the My Diabetes Coach app?

If you have an Apple device, you will need to have an iOS 8.0 (or later) operating system. You can check this by going to your phone settings -> general -> about -> version.

If you are using an Android device, you will need to have an 4.2.x operating system or later. You can check this by going to your phone settings -> more -> about device -> Android version.

My Diabetes Coach will not run on systems with lower or older specifications than the recommended minimum requirements above. If you are not sure about which device you have, please call the program coordinator on 1300 170 569.

You will also need a working email account so that the program coordinator can contact you.

### What can I do to make sure the app works as well as it can?

Once you have downloaded the app to your device, the following steps are recommended:

1. Make sure the volume on your device is not set to silent and is loud enough so you can hear what Laura is saying.
2. 'Allow' the app to access the microphone so you can talk to Laura.
3. 'Allow' the app to send you notifications so that Laura can send you reminders and so that the program coordinator can reply to your messages via the app.

Laura will help you get these settings right when you first start using the app. You can change these permissions at any time by going to your device settings and navigating to My Diabetes Coach. If you are unsure about how to do this, please contact the program coordinator through the 'Contact Us' link in the 'Help' section of the app, or by calling 1300 170 569.

### Do I need an internet connection?

An internet connection (3G, 4G or Wi-Fi) is required to download the app, complete a chat with Laura and contact the program coordinator. If you have an Apple device, you will only be able to download the app and updates to the app using a Wi-Fi connection. This is due to restrictions that Apple devices have about downloading apps of a certain size.

If you are using the Accu-Chek<sup>®</sup> Aviva Connect meter which is available to participants in this project to monitor your blood glucose, and would like to use the Bluetooth uploading option, you will also need a Bluetooth connection to download any blood glucose readings from the meter to the My Diabetes Coach app.

### I'm having trouble downloading the app onto my Apple device – what do I do?

The My Diabetes Coach app is approximately 150mb in size, and Apple devices only allow downloads of this size over a Wi-Fi network. If you have an Apple device, make sure you use Wi-Fi when you download the app and any updates. If you still have trouble with downloading the app, please contact the program coordinator by calling 1300 170 569.

### What do I do if I have trouble logging into the My Diabetes Coach app?

If you have trouble logging in for the first time, please contact the program coordinator on 1300 170 569. If you have forgotten your password, tap the 'Forgot password' link on the sign-in screen of the My Diabetes Coach app. You will be then be emailed a temporary password that you can use to log in, after which you will need to enter a new password and confirm it.

### **Why do I need a password?**

It is important to protect your private health information by using a password for the app. Once you have chosen a password, you can record it in the 'Getting started' section of this user guide for easy reference.

### **Can I change my own password?**

You will be asked to change the temporary password that is given to you after you successfully log in for the first time. You can change your password at any point after this by tapping the 'Forgot password' link on the sign-in screen of the My Diabetes Coach app. A new temporary password will then be emailed to you. Once you log in using the temporary password, you will need to enter your new password and confirm it.

### **Can I change my personal details displayed in the app?**

It is important that we have the most up-to-date contact information for you throughout the program. To ensure this, any changes to your personal details must be made by the program coordinator on your behalf. You can ask them to do this by tapping on the 'Request Profile Changes' button at the bottom of your profile, or by using the 'Contact Us' link under the 'Help' section of the 'Menu' screen.

### **Why am I not receiving any emails from the program coordinator?**

If you have chosen to be contacted via email, please ensure that the emails do not go to your spam folder. You can do this by changing the settings in your email inbox. If you are not sure about how to do this, please contact the program coordinator using the 'Contact Us' link under the 'Help' section of the menu in the app or by calling 1300 170 569.

### **What are notifications and why do I need to receive them?**

Notifications are like reminders on your device. They allow Laura to remind you about your chats, and allow the program coordinator to contact you via the app if necessary. To get the best out of this program we recommend that you allow the app to send you notifications. Laura will help you to do this the first time you use the app; or you can do this anytime by going to your device settings and navigating to My Diabetes Coach. If you are unsure how to do this, please call the program coordinator on 1300 170 569.

### **What does the little microphone icon on the My Diabetes Coach app screen do?**

When the microphone is on, Laura is able to hear your responses. If your microphone is turned off, there will be a strike through it and Laura will not be able to hear you. However, you can still respond to Laura by touching answer options provided on the screen.

### **Why can I not hear Laura?**

If your phone or device is in silent mode with the volume turned off, you will not be able to hear Laura speak. Try increasing the volume on your device and you should then be able to hear Laura speaking.

### **My app seems stuck, what should I do?**

If the app freezes, reset the app by closing it and reopening it. Resetting the app in this way will take you to the beginning of the current chat.

## Questions about the My Diabetes Coach research trial

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### What happens to any information I provide during the program?

Any information that you provide during the program will be used for the purposes of the research trial you are taking part in. This information will be stored securely and will not be used for any other purpose. If you would like to know more about the privacy, security and health information, you can read the terms & conditions on the My Diabetes Coach website at [www.mydiabetescoach.com.au/participate/terms-and-conditions](http://www.mydiabetescoach.com.au/participate/terms-and-conditions).

### How can I provide feedback on the program?

We are always interested in hearing what you think about My Diabetes Coach. You can give us your feedback through the app by going to the 'Contact Us' form in the 'Help' section of the menu, or you can send an email to [mydiabetescoach@unimelb.edu.au](mailto:mydiabetescoach@unimelb.edu.au). You can also take part in an online forum where you share your thoughts about the program. You will find the discussion board on the My Diabetes Coach website at [www.mydiabetescoach.com.au/participant-resources/welcome](http://www.mydiabetescoach.com.au/participant-resources/welcome). The program coordinator and members of the research team will also contact you regularly for information on your experience with the program.

### My contact information has changed since I signed up. Can I update it?

It is important that we have the most up-to-date and accurate contact information for you. Any changes to your personal details can be made by the program coordinator on your behalf. You can request changes by tapping on 'My Profile and 'Request Profile Changes' or by using the 'Contact Us' link under the 'Help' section of the menu screen. You can also call the program coordinator on 1300 170 569.

### How do I withdraw from the program if I no longer wish to participate?

You can withdraw from the program at any point by contacting the program coordinator on 1300 170 569. It will be useful for us to know why you have chosen to withdraw and the program coordinator will ask you this question.

### How often will I be contacted?

As you are part of an important trial evaluating a program to help people with type 2 diabetes, we will ask you to complete surveys and answer questions over the phone. You can choose not to answer any questions we may have for you and this will not affect your ability to use the program.

The program coordinator will also call you at least once a month for the first three months after you start using the app to answer any questions you may have and to help you get the most out of the program.

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<sup>2</sup> Android and Google Play are trademarks of Google Inc

# Setting goals

Setting goals is an important part of managing diabetes and your general health. Setting goals helps you to change aspects of your lifestyle – you can develop a clear idea of what you want to achieve and the steps that will get you there. Laura will also help you set specific goals about your diabetes care during some of your chats with her. Use the section below to think about the goals you set with Laura and ones you would like to set for yourself.

## Set SMART goals

Set goals that will work for you. Use the SMART guidelines and keep your goals:

- **Simple** or **Specific** – focus on one change at a time
- **Measurable** – make it something that you can count, measure or observe
- **Achievable** – take small steps that are easy to achieve
- **Realistic** – only aim to do what is possible for you
- **Timed** – give yourself a timeframe – a date to start and a date to review your progress

Some people find it's helpful to plan a reward system to help them achieve their goals.

Use this chart to record your goals

Goal - make it SMART	Targeted achievement date	Reward	Progress



<b>Goal - make it SMART</b>	<b>Targeted achievement date</b>	<b>Reward</b>	<b>Progress</b>

# Problem solving

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Sometimes, problems can get in the way of achieving your goals, making it more difficult to manage your diabetes. For example, having visitors may make it hard for you to eat well or find time to exercise, or travelling may interrupt your medication routine.

## Problem solving - the ABCDE approach

The **ABCDE** of problem solving is a useful way to think through problems and find solutions.

1. **Acknowledge the problem** – identify the problem as clearly as you can. Sometimes you may need to work backwards to identify the real problem – perhaps by asking yourself ‘why’ or ‘what causes this’

Example: *Lack of motivation to swim regularly on my own.*

2. **Brainstorm possible solutions** – make a note of all the possible solutions that you can think of – including ones that seem impossible or silly

Examples:

1. *Invite a friend to swim with me;*
2. *Join water aerobics at local heated pool;*
3. *Record my progress using a fitness app;*
4. *Make a plan on days and times to swim each week;*
5. *Reward myself every time I swim alone...*

3. **Choose a solution – choose the solution that you believe will be best for you**

Example: *Invite a friend to swim with me and use kick boards so that we can talk whilst we exercise.*

4. **Do it – give the solution a go for a set amount of time (maybe two weeks or so)**

Example: *Buy Council swimming pool tickets and swim on Mondays.*

5. **Evaluate whether it worked, why or why not, then continue with your new routine or return to Step 3 if necessary**

Example: *It did not work because swimming every day became monotonous, so I will try swimming and doing water aerobics on alternate days to provide variety.*

Sometimes it takes more than one go to solve a problem. Don't be too critical of yourself if your first solution is not successful. Try again using a different solution, or continue on with your first choice if you think it can work. If necessary, return to Step 1, and start again.



Using the **ABCDE** problem solving approach

<b>Acknowledge/ Identify the problem</b>	<b>Brainstorm possible solutions</b>	<b>Choose a solution</b>	<b>Do it</b>	<b>Was the problem solved? Why? Why not?</b>







## Type 2 Diabetes annual cycle of care

Completing an annual cycle of care is a useful way for you and your health care team to monitor your condition and is important for preventing complications associated with diabetes. Fill in the 'Date completed' and 'Next due date' sections with the help of your GP. Using this plan will help you to keep on track with your diabetes care even after you have completed the program. You can download and print out copies of this sheet from the My Diabetes Coach website on [www.mydiabetescoach.com.au/participant-resources/welcome](http://www.mydiabetescoach.com.au/participant-resources/welcome)

Name:

Date:

Component	At least	Date completed	Next due date
Measure weight and height plus BMI	Twice every cycle of care		
Measure blood pressure	Twice every cycle of care		
Feet examination	Twice every cycle of care		
Measure total cholesterol, triglycerides and HDL cholesterol	Once every year		
Measure HbA1c	Once every year		
Test for Microalbuminuria	Once every year		
Provide self-care education on managing diabetes	Yearly		
Review diet and encourage good dietary choices	Yearly		
Review levels of physical activity and encourage good levels of physical activity	Yearly		
Check smoking status and encourage stopping smoking (if relevant)	Yearly		
Review of medication	Yearly		



Advice, education, support.  
Anytime.

For more information, please contact  
the research team on 1300 170 569 or send an email to  
**[mydiabetescoach@unimelb.edu.au](mailto:mydiabetescoach@unimelb.edu.au)**





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**Author/s:**

O'NEIL, A; Baptista, S; Bird, D; Cassimatis, M; Cocker, F; Oldenburg, B

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